



1. User Registration Success Rate (Usability)

- **Description:** Tracks the ratio of successful customer registrations to total registration attempts.
- **Purpose:** Supports the assumption that the registration process is simple and enhances system usability. High success rates suggest that users encounter very little resistance when creating new accounts.

2. Checkout Completion Rate (Efficiency)

- **Description:** Measures the ratio of customers who complete the checkout process to those who start the checkout process.
- **Purpose:** Assesses the efficiency and fluidity of the checkout, payment, and order fulfillment systems. High completion rate indicates a problem-free purchasing experience and optimal system functionality.

3. Order Fulfillment Accuracy (Reliability)

- **Description:** Represents the accuracy of fulfilling customer orders according to the exact products, quantities, and delivery details provided.
- **Purpose:** Measures the accuracy of backend order management processes. High accuracy improves customer satisfaction and trust while reducing errors.

4. Average Product Update Time (Maintainability)

- **Description:** Indicates the average time takes for a system administrator to manage or edit a product's listing or stock level.
- **Purpose:** Measures the effectiveness of the administrative interface's design. More specifically, shorter update durations indicate that operational responsiveness and responsiveness to changes to product inventory and information is easier, which is a sign of better maintainability.

5. Security Incident Rate (Security)

- **Description:** Measures or tracks the number of vulnerabilities or security incidents that are reported over a particular timeframe.
- **Purpose:** Evaluates how well the system protects sensitive information - customer's payment information and personal details. Incidents occurring at a lower rate is likely to suggest that adequate, robust security measures and control procedures are in place.